



Customer Scrutiny Panel Meeting Minutes
Date: Wednesday 9th February 2011
Time: 10:00am
Venue: Stithians Resource Centre

Attendees

Margaret Mullen	Customer
Wendy Kirkpatrick	Customer Observer
Sue Roberts	Customer
Mark England	Head of Technical Services
Paul James	Director of Finance
Kelvin Lightfoot	Customer
Louise Beard	Director of Housing & Support
Kate Williams	Customer
Claire Reeves	Neighbourhood & Involvement Manager
Tony Waddington	Customer Director
Nicki Highton	Neighbourhood & Involvement Facilitator
Norman Robins	Customer Observer
Apologies	
Chris Towner	Customer

Item	Action
1. Arrival – Tea and Coffee	
2. Welcome and Apologies	
2.1 Margaret chaired the meeting in Chris’s absence. Margaret welcomed everyone to the meeting and Claire went through the housekeeping information.	
3. Report from last meeting	
3.1 Report from last meeting was agreed as a true and accurate record.	

Actions updated from the 1st November 2010 meeting report included:

1. **Louise to feed back to the panel regarding tenant reps on staff ‘monitor groups’** – Currently there are no groups without customer reps but as they arise they will be addressed.
2. **Kevin to provide SIP training at next development meeting** – SIP currently being archived and put into a new format. Once new format in place training to be arranged. **KB**
3. **Nicki to organise someone from TNC and repairs & maintenance to attend the development meeting to train the panel on their performance figures and how to monitor them** – Mark E attended the meeting to update on repairs & maintenance. It was agreed that The New Connection (TNC) Performance Information training would be re-scheduled. **NH**

4. **A guide to monitoring formal and informal complaints. Nicki to add this item to the next meeting agenda** – The panel felt that the complaint report discussed during the meeting was self explanatory and no further guidance was required.
5. **Nicki to set December and January development meeting dates** – A development meeting was held on 19th January 2011.
6. **Nicki to email External Painting & Repairs Action Team leader to discuss abbreviations in reports** – Mark Reed and Maria Haycock have both been emailed and the concern highlighted.

4. **Maintenance Budget Trends 2011/12 Report – Mark England**

4.1 Mark explained the 2010/11 budget to the group.

Capital/Improvements Budget – This budget improves the asset of the building and the costs can be depreciated against stock. If savings are made during works instead of the remaining budget being lost an additional heating system or roof would be improved instead.

Stock Condition Surveys (SCS) – are a snap shot of properties which are surveyed for condition, usually 10% of Coastlines stock. The total costs of replacements identified by the SCS are then divided over a 5 year work plan.

Planned Maintenance Budget – When Coastline Services Limited (CSL) do a kitchen replacement the VAT is not charged to Coastline Housing Ltd (CHL) as we are part of the same company. VAT is still chargeable on the materials used.

Responsive Repairs Budget – The average amount for a responsive repair should be £80.00.

Items allocated within the responsive repairs budget can take advantage of the Advantage South West (ASW) purchasing agreement e.g. replacing foggy double glazing.

Customer representatives to be utilised to try and reduce refusals so the injunction route is not necessary where Housing Health and Safety Rating System (HHSRS) properties are concerned.

Cyclical Maintenance Budget – Testing repairs and services which must be checked annually.

Estate Management Budget – All repairs which take place out on estates.

Responsive Repairs – Contractors Budget – Contractors going into the void costs approx £2000 per property CSL going into properties costs approx £1,861 per property which is on target with the performance improvement plan (PIP) target.

Budget Bids – An opportunity for managers to put together new working streams/projects and you bid for the funds to finance these new projects

How the M&R Panel will scrutinise the budgets progress:

- The panel will be provided with a planned maintenance update sheet
- The panel will monitor the COSHH report
- The panel will track each maintenance budget spend against each budget
- The panel will receive reports bi-monthly prior to their meetings with all the above information included. This report will be reviewed during the panels meeting
- The panel will monitor that spending is in line with the recommendations from the SCS
- Mark England to put commentary into a bi-monthly report and use this report to flag up concerns e.g. volume and price
- The panel to monitor the refusal figures
- Any concerns raised by the panel can be raised directly with Mark England.

The panel agreed the line of scrutiny and look forward to seeing the first report.

5. Value For Money (VFM) and Spending and Service Review – Paul James

5.1 Paul updated the panel on:

- A) Budget 2011/12 (budget-setting process and goals)
- B) VFM

BUDGET 2011/12

A draft budget went to Board – 27th January 2011. The final Group Budget to be approved by CHL Board on 22 March 2011.

Items taken in to account when setting the draft budget included:

- 1) The Board agreed 20 key assumptions in November (e.g. rent increases, salary & staff levels) that the Budget is based on.
- 2) The budget must comply within our loan covenants
- 3) The Business Plan. As a guide it gives Coastline key long-term goals for example the expected Maintenance programme requirements & loan repayments and has already been approved by the Board
- 4) Recognises there are “Unknowns” e.g. Supporting People services
- 5) Consideration to changes in Department or Cost Centre structure.
- 6) Budget-holders were asked to submit bids for new ideas.
- 7) A Capital Budget was also prepared (for example, development, IT equipment)
- 8) A Cash-Flow Forecast was prepared showing how much cash we would need during the year. (This money must be already available to the Group)
- 9) Budget-holders were again expected to largely use a “zero-base approach” rather than what was spent in the current or previous years uplifted by inflation

- 10) Reflecting that we are expecting economic difficulties ahead, the Executive Team did target savings in most budget areas for budget-holders to consider.

What happens next?

- The draft budget went to CHL Board on 27 January 2011.
- The final budget goes for approval to CHL Board on 22 March (after the Coastline Care and Services Boards have met to approve their budgets)

Value For Money (VFM) Update

- 1) A temporary staff member (Julie) was recruited in late December to catch-up on work arrears due to Zoe's secondment to CSL
- 2) Julie has up-dated Time Sheet information & produced draft activity accounts so expenses are coded to an activity
- 3) Julie has met or plans to meet all budget-holders to discuss the gaps and issues raised by the accounts (this was an expected part of the process)
- 4) Julie is also meeting budget-holders to have a further review of Key Performance Indicators (KPI's) (we must have a clear base from which to calculate any KPI)

What happens next?

- Re-run "tidied-up" Activity Accounts
- Calculate agreed KPI's
- Benchmark those KPI's appropriately with organisation which are similar size, age, geographic location etc.
- Review & prioritise results
 - Investigate differences in order of agreed priority
- Confirm KPI's & benchmark position
- Explain benchmark position
- Budget-holder should consider possible Action Plan.
- Report

What is the LINK between Budgets & VFM

This is best explained as a small circle of connected events :

- 1) Budget-holders are expected to resource to meet KPI's
- 2) Customers will help set & monitor KPI's
- 3) KPI's drive actions, plans
- 4) Plans should drive budget-setting

How the M&R will scrutinise VFM:

- The panel will focus on scrutinising the KPI's for each budget holder
- Benchmarking reports will be reported back to the M&R in July/Aug 2011
- Budget holders will relook at KPI's and budget to look at moving around to reach revised KPI figures. A report to be generated from this for the M&R highlighting the good and bad
- Paul to report back to M&R again at the June meeting.

PJ

6. Reports

- 6.1 The new Sounding Boards (SB's) seem to be working well. The SB's will need to prioritise what is important and what isn't as everything in housing is changing and SB's will be assessing different things.

Communication between CHL, CSL and customers was discussed.

It was stated that there have been some issues at CSL and an external person has been recruited to rectify these issues. As soon as CSL know the solutions Coastline will communicate these to customers.

Margaret requested to feedback to M&R exactly what specific issues customers feel are not being communicated correctly.

MM

Tenancy Sounding Board

The panel discussed the following points in the report:

- Home Comforts and SOFA
- Voids & Allocations – revised lettings & downsizing scheme. Benefits being capped if you don't downsize was discussed and the Governments 13million which is being allocated to local governments to incentivise people to move. It was asked what happens if there is no property for the customer to move into. CHL don't have all the answers on this at present but they will be working closely with the tenancy SB to pre-empt some of these types of issues.

The M&R had no recommendations at this time.

Neighbourhood & Community Sounding Board

The panel discussed the following points in the report:

- Service charges – some customers are still complaining about service charges. A discussion ensued regarding how regulation has changed and how service charges are now allocated via actual cost. This has meant that some customer's service charges have changed dramatically and this can lead to complaints.

The M&R had no recommendations at this time.

The Monitoring & Review (M&R) Panel Development Meeting

The panel discussed the following points in the report:

- Changing the M&R Panels name – a discussion ensued regarding a name change which would focus more on the scrutiny role of the panel.
Suggestions included:
Scrutiny Board
Customer Scrutiny Panel
A vote took place and all agreed Customer scrutiny Panel as the name choice
- Logo to be changed, Chris to state change in 'Chairman's Chat' and change to be stated in the Board report.

Paynters Lane End Estate – Resident Meeting

The panel discussed the following points in the report:

- It seemed a very heated meeting
- Claire fed back that there had been some issues in the area which the association are addressing. The association are now completing their own consultation and are really starting to own their community and the

changes which are required to make it a better place to live.

Spinnakers Resident Association – Resident Meeting

The panel discussed the following points in the report:

- Why are there so many problems when it is a new build?
- It was fed back that these are just bedding in issues and the group are really focused on improving the community environment for all the residents.

The panel had no further comments regarding the other report received and reviewed by the group.

7. Performance Improvement Plan (PIP) & Service Improvement Plan (SIP)

7.1 Service Improvement Plan

- The plan has hit 92.2% of all targets – 720 out of 781 targets
- The outstanding targets will go into the new SIP
- New performance improvement software is being purchased to support performance management
- The new software will provide a directorate plan of how we deliver the corporate strategy. All current plans will be fed into the system this will then give managers a department plan which will then filter down to a team plan
- The Customer Scrutiny Panel will be able to scrutinise reports from the new system which will show in real time where Coastline is and what the risks are. This includes performance figures. The panel can then identify where they feel the company should be focusing their improvements

Performance Improvement Plan

- There are different levels of PIP information. The board have highlighted a top 10/20 list of performance indicators. These will then be fed down to the executive team and then front line staff via additional indicators to deliver and monitor.
- This system will enable Coastline to drill down to identify problems with a service e.g. a drop in customer satisfaction figures. Coastline will be able identify which service and where is causing the problem.
- Responsive repairs stats show there are currently 4 areas off target. This is due to training issues with kitchen and bathroom fitters. This is currently being rectified.
- Rent arrears for December were off target. The figures now show for January that Coastline has the lowest rent arrears ever with the highest cash revenue and with no evictions. This is a great result.

8. Complaints & Compliments

- 8.1
- There is a dip in satisfaction due to kitchen & bathroom issues. A kitchen and bathroom action team is now in place to monitor this service and satisfaction levels.
 - There has also been an issue with overflowing cisterns as the access water has not been visible. Tony stated a device which can be fitted into these cisterns

9. **Customer Scrutiny Panel Code of Conduct**

9.1 The code of conduct was originally discussed and drafted at the development meeting.

The panel agreed the following changes to the draft code of conduct:

Conduct at meetings section:

- Apologies to go to the chair and vice chair of the panel and not a member of the Neighbourhood & Involvement Team (NIT's)
- Include a statement regarding declaring an interest e.g. if a family member is working for a contractor the panel member must declare this during the meeting

Breach of conduct section:

- Include at the end of the statement 'if the member refuses to leave then the meeting will be closed

The above changes to be made and the code to be signed at the next meeting under 'minutes of last meeting'.

NH/CR

10 **Date , Time & Venue of next meeting**

10.1 Monday April 4th 2011 – 1pm till 4pm – Ferris House Board Room